

Defense Contract Management District East



CONTRACT RECEIPT, REVIEW AND POSTAWARD BENCHMARKING TEAM

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OVERVIEW

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- ◆ BENCHMARKING STUDY
- ◆ PERFORMANCE MEASURES
- ◆ DCMC BENCHMARKS
- ◆ RECOMMENDATIONS
- ◆ IMPLEMENTATION PLAN
- ◆ TASKS TO BE COMPLETED
- ◆ LESSONS LEARNED



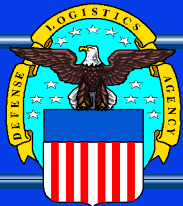
MISSION STATEMENT

- ◆ **BENCHMARK CONTRACT RECEIPT AND REVIEW**
- ◆ **VIRTUAL DETAIL FOR 120 DAYS**
- ◆ **RECOMMEND A “WORLD CLASS” COMPOSITE PROCESS WHICH EXCEEDS OUR INTERNAL AND EXTERNAL CUSTOMER’S NEEDS**



BENCHMARKING STUDY

- ◆ PROCESS BOUNDARIES
- ◆ CAO & LIAISON SURVEYS
- ◆ SITE SELECTION CRITERIA
 - 14 CAOs WERE VISITED
- ◆ COMPOSITE PROCESS
- ◆ STATUS OF MARKETING SURVEY



CAO SITE VISITS

- > DCMC Baltimore
- > DCMC Baltimore
Manassas
- > DCMC Boston
- > DCMC Clearwater
- > DCMC Dallas
- > DCMC Dayton
- > DCMC International
- > DCMC Lockheed Ft.
Worth
- > DCMC Lockheed
Martin Orlando
- > DCMC Loral Owego *
- > DCMC McDonnell
Douglas St. Louis
- > DCMC Orlando
- > DCMC San Francisco
- > DCMC Van Nuys
- > DFAS Columbus

* Telephone Survey Conducted



PERFORMANCE MEASURES

- ◆ CURRENTLY THERE ARE NO METRICS FOR THIS PROCESS
- ◆ BASED ON SITE VISIT DATA, SEVERAL CAOs HAVE ESTABLISHED INTERNAL METRICS TO TRACK PROCESS
- ◆ TEAM DEVELOPED FOUR PROPOSED METRICS



DCMC BENCHMARKS

◆ FOCUS ON DATA INTEGRITY

➤ DATA INTEGRITY CHECK SHEET

- DCMC Clearwater
- DCMC San Francisco
- DCMC Lockheed Martin Ft. Worth
- DCMC Van Nuys

◆ CONTRACTOR RISK ASSESSMENT SHEET

- DCMC Van Nuys



RECOMMENDATIONS

◆ DATA INTEGRITY FOCUS

- TWO TYPES OF FUNCTIONAL STRUCTURES USED TO PERFORM PROCESS - CENTRALIZED (DIG) AND DECENTRALIZED
- RECOMMEND THE USE OF A DATA INTEGRITY CHECK SHEET
- ESTABLISH METRIC TO TRACK DATABASE INTEGRITY
- REVISE PERFORMANCE STANDARDS TO INCLUDE DATABASE INTEGRITY AS A CRITICAL ELEMENT
- FOSTER CAO TRAINING



RECOMMENDATIONS

◆ CONTRACTOR RISK ASSESSMENT

- IMPORTANT PART OF CONTRACT REVIEW PROCESS
- RECOMMEND THAT DISTRICTS SHARE CAO TRAINING PACKAGES (CROSS TRAINING/ON THE JOB TRAINING) TO ADDRESS HOW TO PERFORM RISK ASSESSMENTS
- RECOMMEND USE OF A CONTRACTOR RISK ASSESSMENT SHEET



RECOMMENDATIONS

- ◆ CURRENTLY, PLAS CODE 031 INCLUDES
CONTRACT RECEIPT, REVIEW AND POSTAWARD

- ◆ FOR THE FUTURE:
 - 031A - RECEIPT, FOLDERIZATION, & DISTRIB.
 - 031B - INITIAL REVIEW AND RISK ASSESSMENT
 - 031C - POSTAWARD ORIENTATION
 - 031D - INPUT OF ACO ISSUED ORDERS & MODS
 - 031E - INPUT OF PCO ISSUED CONTRACTS &
MODS



RECOMMENDATIONS FOR PLAS

BENEFITS

- > DATA INTEGRITY
- > ACCOUNTABILITY
- > VISIBILITY

DISADVANTAGES

- > MICRO MANAGEMENT
- > INCREASED REPORTING
- > REPORTING ERRORS



RECOMMENDATIONS

◆ RECOMMENDED METRICS:

- TIMELINESS (% OF PART A CONTRACTS REVIEWED FROM DATE OF RECEIPT THROUGH RISK ASSESSMENT TO DATE OF POSTAWARD DETERMINATION) GOAL: 80% OF CONTRACTS REVIEWED WITHIN 10 DAYS
- CYCLE TIME (AVERAGE NUMBER OF DAYS FOR A CONTRACT TO MOVE THROUGH THE REVIEW CYCLE)
- PRODUCTIVITY (MEASURES AVERAGE TIME TO REVIEW CONTRACT)
- QUALITY (RATE OF CONTRACTS RECEIVED WITH INPUT ERRORS)



IMPLEMENTATION PLAN

- ◆ **USE CURRENT RESOURCES**
- ◆ **IMPLEMENT NEW METRICS**
- ◆ **UPDATE “ONE BOOK”**
- ◆ **TRAINING (FORMAL AND INFORMAL)**
- ◆ **MONITOR PROCESS PERFORMANCE**
 - **DCMC, DCMD, CAOs**



TASKS TO BE COMPLETED

- ◆ FINAL REPORT
- ◆ EXTERNAL MARKETING SURVEY
- ◆ IMPLEMENTATION OF COMPOSITE PROCESS



LESSONS LEARNED

- ◆ **BENCHMARKING PROCESS TAKES MORE THAN 120 DAYS**
- ◆ **DECISION TO GO EXTERNAL SHOULD BE MADE EARLY ON**
- ◆ **BENCHMARKING TEAMS NEED TO SHARE INFORMATION**
- ◆ **DELIVERABLES SHOULD BE TAILORED TO THE PROCESS**